Microsoft Office Communicator 2007 Getting Started Guide

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Part 1
Overview

In this Part:

Chapter 1: What’s New with Office Communicator

Chapter 2: Getting Started

Chapter 1: What's New with Office Communicator 2007

In this chapter, we will cover what's new with:

- Contact Management
- Enhanced Presence and Presence Management
- Conferencing
- Phone and Video

Contact Management

Office Communicator 2007 offers new features that make it easier for you to manage your contacts and Contact List, as shown in Figure 1.1 below. New features include:

- **Show Recent Contacts.** A **Recent Contacts** group is now available in the Communicator Contact List. The **Recent Contacts** group is a list of the ten contacts with whom you have most recently communicated, whether by IM, phone, or video.
- **Drag and drop contacts into groups.** You can now drag contacts from the **Search Results** pane into your Contact List. You can also drag and drop contacts between groups within the Contact List. Note that you cannot drag contacts into a distribution group.
- **Drag and drop contacts from the Contact List to Conversation window roster, or vice versa.** You can add contacts to an IM, call, or video session by dragging contacts from the Contact List into the roster in the **Conversation** window. You can also drag contacts from the roster in the **Conversation** window into your Contact List to add contacts to your Contact List.
- **Distribution Group Integration.** Now you can add any mail-enabled group that is in Active Directory to your Contact List.
- **Improved User Interface for Contact Details.** You can click a contact's **Presence** button to view his or her Contact Card. The Contact Card provides additional details about the contact and provides options for contacting the person.

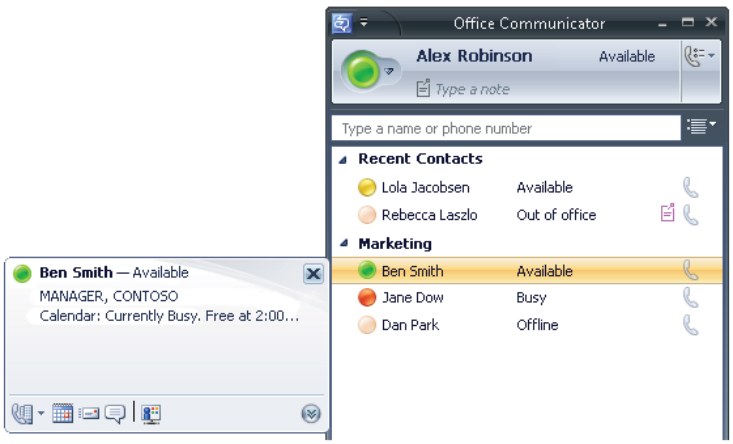


Figure 1.1. The Office Communicator Contact List and Contact Card

Enhanced Presence and Presence Management

Office Communicator 2007 offers new presence states to more accurately reflect a person's willingness and ability to communicate. In addition, Communicator now gives you more granular presence management, enabling you to control access to your presence information by assigning contacts to access levels, as shown below in Figure 1.2 New presence features include:

- **New presence states.** Office Communicator 2007 introduces new presence states to more accurately reflect a user's status. New presence states include:
  - **Inactive.** The contact may be available, but their computer has been idle for more than the idle-time interval, which is five minutes by default.
  - **Busy Inactive.** (The contact is engaged in another activity such in a meeting but their computer has been inactive for the idle-time interval, which is five minutes by default.
- **Transitioning presence states.** Office Communicator 2007 introduces new presence states that are determined by a user-configurable, idle-time setting that monitors user activity on the computer. If no activity is detected on a user's computer, the presence state transitions from **Available**, to **Inactive**, to **Away**.
- **Improved Presence Management.** Office Communicator 2007 offers greater granularity for controlling access to your presence information. Now you can assign varying levels of access to your contacts to control who can see your presence information, and how much of it they can see. For example, you can assign the **Team** access level to your closest coworkers to allow them to see your mobile phone number and to interrupt you when in **Do Not Disturb** mode. For other co-workers in your company, you can assign the **Company** access level, so that they can see your work phone number, but not your mobile phone number, and they cannot interrupt you when in **Do Not Disturb** mode.

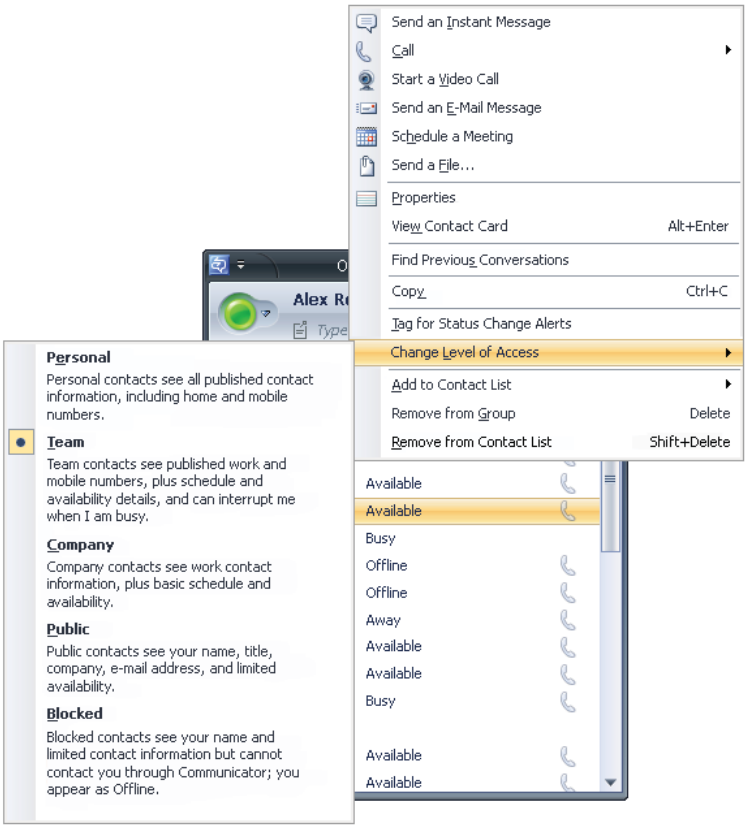


Figure 1.2. Access levels determine the amount and type of presence information that is available to contacts

- **Interrupt list.** You can now assign a **Team** access level to your contacts to create a preferential list of contacts who are allowed to communicate with you, even when your Presence status is set to **Do Not Disturb**.

- **Location setting configuration.** You can now set your **Location** status from the **Presence** menu in the Communicator window status area. You can select the **Home** or **Office** location, or enter a custom location. Location information is visible to contacts that are granted **Personal** or **Team** access levels.

Conferencing

New conferencing features in Office Communicator 2007 include:

- **Ability to dial out to an alternate phone number.** You can join a conference by redirecting the conference invitation to an alternate phone, such as your mobile phone. In addition, if you are a conference leader, you can invite users to a conference by dialing out to a PSTN/PBX or mobile phone number.

- **Seamless switching of one-to-one phone conversations to a conference call.** You can switch seamlessly from a one-to-one phone conversation to a conference call by simply inviting new contacts to the call.

- **Ability to start a conference call by selecting a group in the contact window.** You can multi-select contacts in the Contact List or click a group in the Contact List, and then select a conference call option to start a conference.

- **Improved connection in conference roster.** New icons in the conference roster provide additional conference connection status, indicating whether a user's status is **Inviting**, **Connecting** or **Connected**.

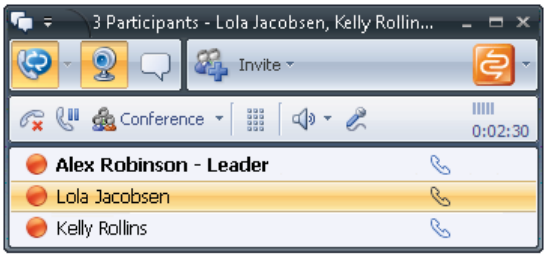


Figure 1.3. The Conversation window during a conference call

- **Rejoin experience.** If you are disconnected from a conference, you can now easily rejoin the conference from a **Rejoin** button that appears in the Communicator **Conversation** window or in the Conference Call item in the Outlook **Conversation History** folder.

Phone and Video

New Phone and Video features in Office Communicator 2007 include:

- **The ability to move seamlessly between modes**. With Office Communicator 2007, you can seamlessly turn an IM session into a phone call, and then add video, all within the familiar Communicator **Conversation** window. You can also invite additional contacts to an IM session or phone call to create an IM conference or phone conference call.

- **Communicator Call.** Office Communicator 2007 no longer shows a contact's SIP URI (typically a contact's e-mail address) as a menu item in the Call options menu. Instead, Office Communicator 2007 provides a **Communicator Call** menu item, as shown in Figure 1.4. When selected, **Communicator Call** places a call to all of the contact's devices that are running Office Communicator 2007. Depending on the devices that the contact has configured, the call can be placed to a contact's computer, or to a computer or USB telephony device that has been configured for Office Communicator 2007.

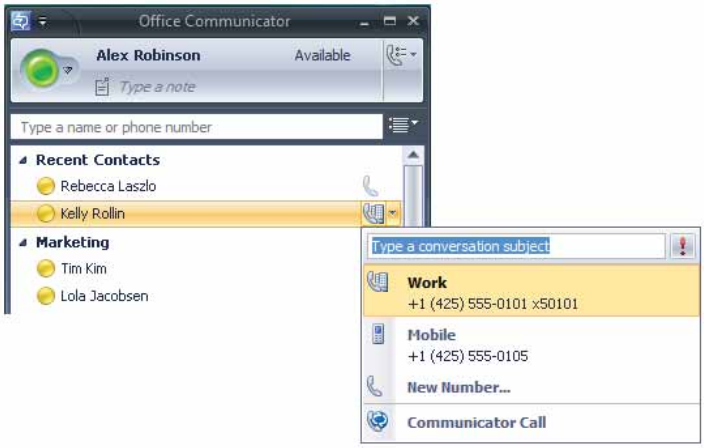


Figure 1.4. Communicator Call in the Call options menu

- **Call forwarding options.** If your environment is configured for enterprise voice, you can forward calls to another number or contact, enabling you to receive calls on your mobile phone when you are not in the office. You can also configure **Call Forwarding Settings** to simultaneously ring an additional number or redirect unanswered calls to another phone, contact, or to Voice Mail, as shown below in Figure 1.5.

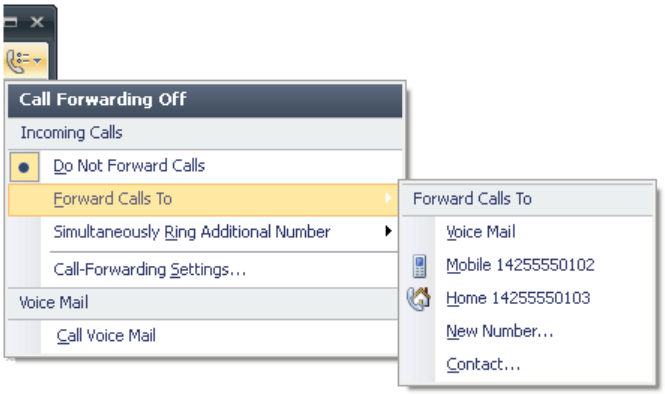


Figure 1.5. Call Forwarding options in the Conversation window

- **Add a conversation subject and importance flag to a phone call**. With Office Communicator 2007, you can add a conversation subject and importance flag to a call before you make it, so the call recipient knows why you are calling and realizes the urgency of the call—without having to answer the call.

- **Keep a record of all instant messaging and phone conversations**. With Office Communicator, you can find previous IM conversations and view a log of phone calls in the Microsoft® Outlook® messaging and collaboration client.

For a full list of new features in Office Communicator, see *What's New in Microsoft Office Communicator 2007*, which is included with the Office Communicator 2007 documentation.

Office Communicator 2007 Documentation

The following documentation is available for Communicator 2007. You can find the documents on your Office Communications Server 2007 TAP Web site. The Online Help is accessible directly from the Office Communicator 2007 client.

- ***Office Communicator 2007 Release Notes*** Covers product limitations and workarounds for the Public Beta release.
- ***What's New with Communicator 2007*** Provides a list of new features.
- ***Communicator 2007 Quick Reference Cards*** Provides quick visual reference to the tasks most commonly performed with Communicator. The following cards are provided:
  - Office Communicator 2007 Contact Management, Presence, and Instant Messaging Quick Reference Card
  - Office Communicator 2007 Conferencing with Communicator Quick Reference Card
  - Office Communicator 2007 Phone and Video Quick Reference Card
- ***Office Communicator 2007 Online Help*** Provides online Help which can be accessed directly from the product.
- ***Communicator 2007 Testing and Troubleshooting Guide*** Designed for system administrators, this document explains how to install, configure, and test Office Communicator 2007 in a laboratory environment.
- ***Communicator 2007 Deployment Guide*** Covers Communicator 2007 group policy settings, as well as information about how to implement custom tabs and custom presence states.
- ***Communicator 2007 Group Policy Settings*** Covers Group Policy Settings for Office Communicator 2007.

Chapter 2: Getting Started

In this chapter, we will cover:

- Software and hardware requirements for Office Communicator 2007.
- Installing Office Communicator 2007.
- Starting Office Communicator 2007 and signing in.

Software Requirements

This release of Communicator 2007 is compatible with the following environments, as shown below in Table 2.1.

Table 2.1. Office Communicator 2007 Compatibility List

Operating System	Outlook Version	Exchange Server Version
Windows Vista®	Microsoft Office Outlook® 2007 Outlook 2003 SP2	Microsoft® Exchange Server 2007 Exchange Server 2003
Microsoft Windows® XP SP2	Microsoft Office Outlook® 2007 Outlook 2003 SP2	Exchange Server 2007 Exchange Server 2003
Microsoft Windows Server™ 2003 SP1, or later	Outlook 2007 Outlook 2003 SP2	Exchange Server 2007 Exchange Server 2003
Windows 2000 Professional SP4, or later	Outlook 2003 SP2	Exchange Server 2007 Exchange Server 2003

Office Communications Server 2007 Prerequisites

To leverage the features of Office Communicator 2007, you must have Office Communications Server 2007 Standard Edition Server or Enterprise pool deployed in your organization. For more information, contact your system administrator or refer to *Office Communications Server 2007Planning Guide* and *Office Communications Server 2007 Standard Edition Deployment Guide* or *Office Communications Server 2007 Enterprise Edition Deployment Guide.*

Audio / Video Requirements

Office Communicator 2007 supports a variety of hardware devices for audio\video communications, as described in the following sections.

Audio Requirements

To make and receive phone calls with Office Communicator, you must have one of the following:

- A headset or other universal serial bus (USB) audio device, or speakers and a microphone.

- A half-duplex or full-duplex sound card. Half-duplex audio allows only one person to speak at a time. Full-duplex audio allows two people to speak simultaneously.

Video Requirements

- To make video calls, you must have a webcam connected to your computer. Note that you can receive video calls without a webcam and view the caller's video stream.

Installing Office Communicator

Before you install the latest version of Communicator 2007, you may need to remove previous versions of Communicator. For example, Communicator 2007 (Beta 2) must be removed prior to installing Communicator 2007.

To remove earlier versions of Communicator

Exit the Microsoft Internet Explorer® Internet browser and any Microsoft Office programs that are currently running.

On the taskbar, click **Start**, click **Control Panel**, and then click **Add or Remove Programs**.

Click **Microsoft Office Communicator 2005**, or **Microsoft Office Communicator 2007** (Beta 1) if present, and then click **Remove**.

Follow the instructions on the screen to remove all Communicator files.

Restart your computer.

To install Communicator

1. Exit any Microsoft Office programs that are currently running.
2. On the taskbar, click **Start**, and then click **Run**.
3. In the **Run** dialog box, click **Browse**, locate the **Communicator.msi** file, and then click **Open**.
4. In the **Run** dialog box, click **OK**.
5. In the Microsoft Office Communicator 2007 **Setup** window, click **Next**.
6. Review the license agreement. If you agree with the terms, select the **I accept the terms in the License Agreement** check box, and then click **Next**.
7. On the **Configure Microsoft Office Communicator** page, either accept the default location or select an alternative location for the product files to be installed. We recommend that you accept the default location.
8. Click **Next** to begin the installation process.
9. When the installation is complete, click **Finish**.

Starting Communicator and Signing In

Typically, Communicator is configured for you by your system administrator. The administrator may or may not have configured Communicator to start automatically when you log into Windows, so we will cover this option in this section.

To start Communicator

1. Click **Start**, point to **All Programs**, and then click **Microsoft Office Communicator 2007**.
2. In the Communicator 2007 window, enter your password, and then click **Sign In**.
3. In the **Office Communicator** Title bar, click the **Menu** button .
4. Click **Tools**, click **Options**, and select **Automatically start Communicator when I log into Windows**.
5. Click **OK**.

Office Communicator will start automatically the next time you log into Windows.

Audio and Video Setup

Office Communicator 2007 provides a **Set Up Audio and Video** option that automatically detects and selects the preferred audio and video devices for you. Your audio and video devices, such as headsets, speaker and microphone, and webcam should work with Office Communicator without any special setup. However, you may want to run the **Set Up Audio and Video** to test and/or adjust devices before conducting any important communications with others.

To test or configure audio and video devices

1. In the **Office Communicator** Title bar, click the **Menu** button .
2. Point to **Tools**, click **Set up Audio and Video,** and then follow the instructions in **Set Up Audio and Video**.

Part 2
Contact Management, Presence and Instant Messaging

In this Part:

Chapter 3: Manage your Contact List

Chapter 4: Customize your Presence Information

Chapter 5: How to Contact Others

Chapter 6: Send and Receive Instant Messages

Chapter 3: Manage Your Contact List

Your Contact List is a list of co-workers, family, friends, and associates with whom you communicate most often. The Communicator Contact List shows the availability of your contacts and allows you to view additional contact details by clicking on the contact's **Presence** button. The Contact List is your starting point for communicating with your contacts. With a mouse-click or two, you can place a phone or video call, start an instant messaging session, or start an audio/video conference.

In this chapter, we will show you how to:

- Add contacts and distribution groups from your corporate directory to your Contact List.
- Create contact groups.
- Add federated contacts to your contact list.
- Add public instant messenger contacts to your contact list.
- Add contacts outside your company to your contact list.
- View a person's contact card.
- Change the way you view contacts.

Add a Contact or Distribution Group to your Contact List

When you first start using Communicator, you need to build your Contact List to suit your needs. You can add individual contacts and distribution groups to your Contact List, and you can create custom groups. If your company's Office Communications Server supports Public Internet Connectivity, you can even add contacts from AOL®, Yahoo!® Messenger, MSN® network of Internet services, and Windows Live™ network of Internet services. If you are not sure if your company supports Public Internet Connectivity, check with your system administrator.

Figure 3.1 below shows the **Office Communicator** window, and points out the portions of the user interface that you use most often when managing your contacts and Contact List.

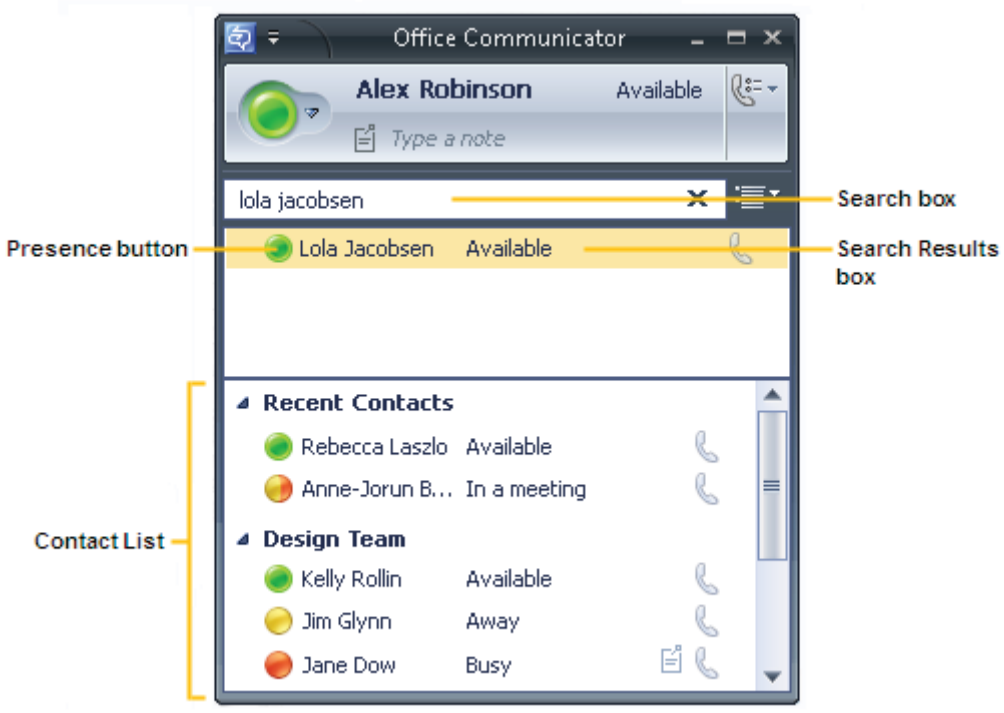


Figure 3.1 The Office Communicator window and Contact List

To add a contact or distribution group to your Contact List

1. In the **Office Communicator** window, type the display name or e-mail address of a person or distribution group in the **Search** box. By default, Communicator lists all matching users and groups from the Active Directory® Domain Services and the Microsoft Outlook Contact folder.

2. Drag the name from the **Search Results** pane into the Contact List. You can drag individual names into an existing group in the Contact List. You can also drag a distribution group into the Contact List, but you cannot drag a distribution group into an existing group.

Create a Contact Group

You can create contact groups to organize the people in your Contact List. After you create a group, you can right-click the group name in your Contact List, and then communicate with the group in a variety of ways, including an IM conference or conference call.

To create a contact group

1. In the **Office Communicator** window, right-click on an existing group name, and then click **Create New Group**.

2. In the **New Group** box, type a name for the group, and then press ENTER.

3. You can drag existing contacts from the Contact List into the group or use the Communicator Search feature to find users and add them to the group.

Add Public Instant Messaging Contacts

If your organization is configured to support public instant messaging (IM) connectivity, you can add instant messaging contacts from AOL, Yahoo, MSN, and the Windows Live™ network of Internet services to your Office Communicator Contact List. When you add a public instant messaging contact, you can communicate with the contact using instant messaging. Communicator Calls, Video Calls, and Audio\Video conferencing, however, are not supported with public instant messaging contacts.

The best practice for adding a public instant messaging contact is to add the contact using the Outlook Contacts folder. When you add a public instant messaging contact using the Outlook Contacts folder, you can add home, mobile, and other phone numbers for the contact, so you can use Communicator's click-to-call feature to call the contact on his or her home, mobile, or work phone number.

To add a public instant messaging contact to your Contact List

1. If you do not know the IM address of the contact you want to add, contact them by phone or e-mail to get the address.
2. Open the **Contacts** folder in Office Outlook, and then click the **New** button.
3. Enter a name for the contact in the **Full Name** box. The **Company, Job title**, and **File as** boxes are optional.
4. Under **Internet**, enter an e-mail address if you have one for the contact, and then ensure that you fill in the following boxes:
   - **Display as.** In this box, type the name that you want to appear in the Office Communicator Contact List.
   - **IM address.** In this box, type the IM address of the contact. If this box is not filled in, you cannot add the contact to the Office Communicator Contact List.
5. Enter phone numbers for the contact. Use the E.164 format to ensure the number will work. The E.164 format includes the country code, area code, and local number. You do not need to format the number. A number in the U.S. for example, might look like this: 14255555555, where 1 is the country code, 425 is the area code, and 5555555 is the local number.
6. Save the contact.
7. Open Office Communicator and then type the name you entered into the **Display as** box in Office Outlook into the **Search** box. The contact name appears in the **Search Results** pane.
8. Drag the contact from the **Search Results** pane into a group in the Contact List. You can now have IM conversations with the contact. You can also click the phone button to the right of the contact's name. Communicator calls are not supported for public IM

contacts, but you can make calls to the contact's home, business, and or mobile phone numbers.

For more information about adding public IM contacts to your Contact List, see the Communicator online Help.

Add Federated Contacts

Office Communicator and Office Communications Server 2007 support the ability to federate (connect) with other organizations, enabling you to add contacts from those organizations. When you add a federated contact to your Contact List, you can communicate with the contact using any of the communication modes that are supported by both organizations. For example, if both organizations support Communicator calls, video calls, and audio\video conferencing, then you can make Communicator calls and video calls, and conduct audio/video conferences with contacts from that organization.

The best practice for adding a public instant messaging contact is to add the contact using the Outlook **Contacts** folder. When you add a public instant messaging contact using the Outlook Contacts folder, you can add home, mobile, and other phone numbers for the contact, so you can use Communicator's click-to-call feature to call the contact on his or her home, mobile, or work phone number.

To add a federated contact to your Contact List

1. Open Office Communicator, and then type the name you entered into the **Display as** field in Office outlook into the **Search** box. The contact name appears in the **Search Results** box.

2. Drag the contact from the **Search Results** pane into a group in the Contact List. You can now have IM conversations with the contact. You can also click the phone button to the right of the contact's name. Communicator Calls are not supported for public IM contacts, but you can make calls to the contact's home, business and or mobile phone numbers.

For more information about adding federated contacts outside your company to your Contact List, see the Communicator online Help.

Add Non-Communicator Contacts that are outside the company

If your organization is configured to support public instant messaging (IM) connectivity, you can add instant messenger contacts from AOL, Yahoo, MSN, and the Windows Live™ network of Internet services to your Office Communicator Contact List. When you add a public instant messaging contact, you can communicate with the contact using instant messaging. Communicator calls, video calls, and audio/video conferencing, however, are not supported with public instant messaging contacts. Most likely, you make phone calls to others outside of your organization as part of your work day. Using Office Outlook and Office Communicator 2007, you can add contacts outside of your organization to your Contact List, enabling you to make phone calls to your contact's work, mobile, or home phone numbers, if provided.

The best practice for adding an outside contact that is neither a federated contact nor a public IM contact, is to public instant messaging contact is to add the contact using the Outlook **Contacts** folder.

When you add a public instant messaging contact using the Outlook **Contacts** folder, you can add home, mobile, and other phone numbers for the contact, so you can use the click-to-call feature in Communicator to call the contact on his or her home, mobile, or work phone number. With outside contacts that are not federated nor public IM contacts, your can dial out to call the contact, but you cannot send an IM to the contact, place Communicator calls or video calls to the contact, or conduct Communicator audio/video conferences with the contact.

To add a non-Communicator contact that is outside your company

1. If you do not know the IM address of the contact you want to add, contact them by using phone or e-mail to get the address.
2. Open the **Contacts** folder in Office Outlook, and then click the **New** button.
3. In the **Full Name** box, enter a name for the contact. The **Company**, **Job title**, and **File as** boxes are optional.
4. Under **Internet**, enter an e-mail address if you have one for the contact, and then ensure that you fill in the following boxes:
   - **Display as.** In this box, type the name that you want to appear in the Office Communicator Contact List.
   - **IM address.** In this box, type the IM address of the contact. If this box is not filled in, you cannot add the contact to the Office Communicator Contact List. If the contact does not have an IM address, use a placeholder address. For example: username@msn.com.
5. Enter phone numbers for the contact. Use the E.164 format to ensure the number works. The E.164 format includes the country code, area code, and local number. You do not need to format the number. A number in the U.S. for example, might look like this: 14255555555, where 1 is the country code, 425 is the area code, and 5555555 is the local number.
6. Save the contact.
7. Open Office Communicator, and then type the name you entered into the **Display as** field in Office Outlook into the **Search** box. The contact name will appear in the **Search Results** pane.
8. Drag the contact from the **Search Results** pane into a group in the Contact List. You can now have IM conversations with the contact. You can also click the phone button to the right of the contact's name. Communicator calls, video calls, or audio\video conferencing are not supported for outside contacts, but you can make calls to the contact's home, business, and or mobile phone numbers.

For more information about adding public IM contacts to your Contact List, see the Communicator online Help.

View a Person's Contact Card

A person's contact card provides details about the contact's availability and activity. Depending on the access level that a contact granted you, you can see a contact's schedule, as well as any personal note the contact has written. The contact card also provides a launch point for connecting with a contact, including the ability to start an instant messaging session, call the contact, schedule a meeting, or e-mail the contact, as shown below in Figure 3.2.

Figure 3.2. The Contact Card is opened by clicking a contact's Presence button

To view a person's contact card

- In the **Office Communicator** window, click the **Presence** button in the Contact List to the left of the contact name.

You can open a user's Contact Card in multiple places in the Office Communicator 2007 user interface. For example, to view a person's contact card, you can click the user's **Presence** button in the Contact List, the **Search Results** pane, or in the Communicator **Conversation** window.

Change the Way You View Contacts

Office Communicator provides several views that you apply to the Contact List to see contacts organized differently from the default view. You can use the Communicator **Change View** button to view contacts grouped by **Access Levels** or by **Tagged Contacts**.

To change the way you view contacts

- Click the **Change View** button, as shown below in Figure 3.3, and then select a view from the menu.

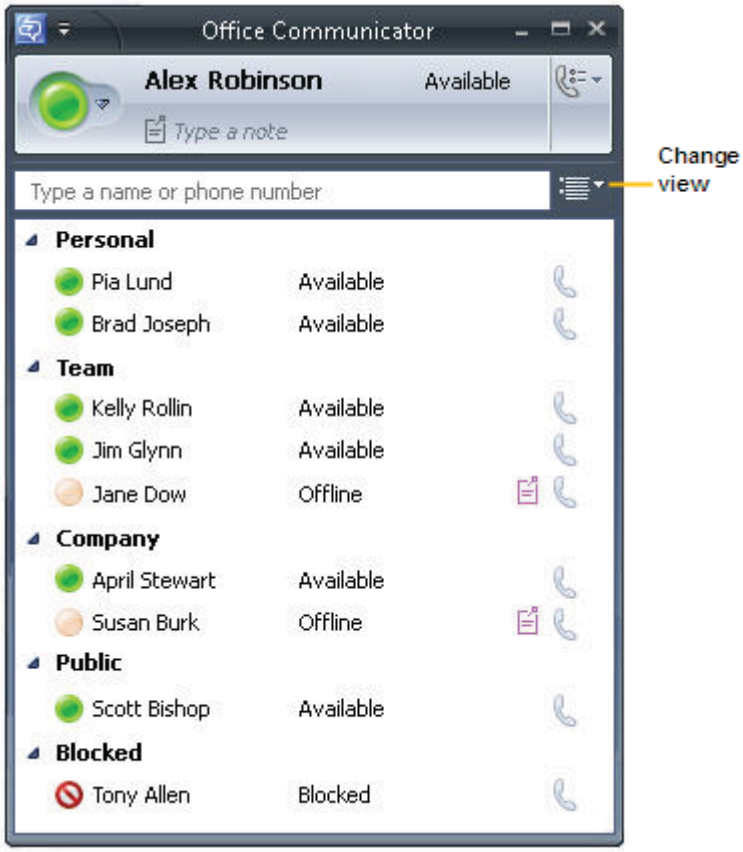


Figure 3.3. The Office Communicator window and Contact List

For more information about access levels, see Chapter 3, “Manage Your Contact List.” For more information about tagging contacts, see Chapter 5, “How to Contact Others.”

To sort contacts by availability or show the Recent Contacts group

- Click the Change View button, and then click Sort Contacts by Availability or Show Recent Contacts.

Chapter 4: Customize Your Presence Information

Communicator provides a full set of personal presence attributes that you can make available to other contacts to help them get in touch with you. Presence attributes include information about you, such as your work phone, mobile phone, and home phone, along with additional information, such as your work schedule and personal notes. When you first start using Communicator, it is generally best to customize and publish your presence information, and then set access levels for your contacts to control the type and amount of presence information that they see. In this way, you can make presence information, such as your home or mobile phone numbers, available to your closest contacts, but not available to everyone in your company.

In this chapter, we will show you how to:

- Customize and publish your presence information.
- Set access levels for contacts to control the presence information available to them.

Customize and Publish your Presence Information

Your presence information includes a diverse set of attributes that describe your availability, activity, contact information, schedule, location, and notes, both Personal and Out of Office. Table 4.1 below provides a full list of Communicator presence attributes that others can potentially see. The left side of the table shows the presence information attributes, while the right side of the table shows whether the attribute is available for a given access level, which we will cover later in this chapter.

Table 4.1. Presence Information and Access Levels

Presence Information	Block	Public	Company	Team	Personal
Offline Presence	X				
Presence		X	X	X	X
Display Name	X	X	X	X	X
E-Mail Address	X	X	X	X	X
Title *		X	X	X	X
Work Phone *			X	X	X
Mobile Phone *				X	X
Home Phone *					X
Other Phone *					X
Company *		X	X	X	X
Office *	X	X	X	X	X
Work Address *	X	X	X	X	X
SharePoint Site *			X	X	X
Meeting Location				X	

Meeting Subject				X	
Free Busy			X	X	X
Working Hours			X	X	X
Endpoint Location				X	X
Notes (Out of Office Note)			X	X	X
Notes (Personal)			X	X	X
Last Active				X	X

*If these attributes are defined in Microsoft Active Directory, they are visible to all contacts in your company, regardless of access level. They are also visible to federated contacts, depending on the assigned access level. They are not visible to public instant messaging contacts.

Most of your presence information is automatically supplied to Communicator by Office Communications Server, so you do not need to supply much additional information. However, there are a few presence attributes, most importantly your alternate phone numbers, which are not automatically supplied to Communicator that you may want to make available to others.

Add and publish alternate phone numbers

As a best practice, you should add alternate phone numbers, such as your Mobile number, to your presence information.

To add and publish alternate phone numbers

1. In the **Office Communicator** window, click the **Menu** button, and then click **Tools**.
2. Click **Options**, and then click the **Phones** tab.
3. Click the button for the phone number you want to add.
4. In the **Phone number** text box, enter the number you want to add and then click **OK**. Use the International Phone Number format. Enter the country code, followed by the local phone number. For example, for a United States number: 15555555555. Phone numbers should contain only the digits 0123456789. Communicator removes parentheses and additional characters. Do not include the international dialing prefix. For example, (011) in the United States and (00) in Europe. See the Communicator online Help for examples.
5. To make the number available as part of your presence information, select the **Publish this phone number** check box next to the phone number.
6. To accept your changes, click **OK** in the **Options** dialog box.

Remember that once you publish your phone numbers, it is important to set access levels for your contacts to control who has access to those numbers. For example, if you publish your mobile phone number but do not grant a **Personal** or **Team** access level to a contact that you want to have access to your number, that contact will not be able to see your mobile phone number. Setting access levels is covered in the following section.

Control Access to Your Presence Information with Access Levels

With Communicator, you use **Access Levels** to control the level of your presence information that others see. For example, you probably have a short list of co-workers who you want to have access to your mobile and home phone numbers. To expose these alternate phone numbers to a contact, you need to assign that contact to the **Personal** or **Team** access level. Setting **Access Levels** is generally done in one of three ways:

- You set an access level for a contact when you add them to your Contact List. By default, when you add a contact inside your company to your Contact List, they are given the **Company** access level. Contacts outside your company, such as contacts from AOL, MSN, Windows Live, and Yahoo Messenger IM services, are assigned the **Public** access level by default.

- After you add a contact to your Contact List, you can easily change his or her access level to increase or decrease the amount of information you want them to see.

- When a contact adds you to his or her list, you receive an alert that enables you to accept or reject the request. From this alert, you can set the access level for the contact and add them to your Contact List.

To view contacts by Access Levels

- In the **Communicator** window, click the **Change View** button , and then click **Access Levels**. (To understand what presence information is exposed for each access level, see Table 4.1 above.)

To change an Access Level for a contact in your Contact List

- Right-click a contact, point to **Change Level of Access**, and then select an access level for the contact. If you have the **Access Levels** view applied in the Contact List, you can also assign a contact to an access level by dragging the contact into an Access Level Group. To understand how **Access Levels** control what other see, see “Access Levels and Phone Numbers Example” later in this chapter.

Assign Access Levels when someone adds you to their Contact List

When a person adds you to his or her Contact List, you receive an alert, as shown below in Figure 4.1. The alert enables you to add the contact to your Contact List and allows you to set the person's level of access to your presence information.

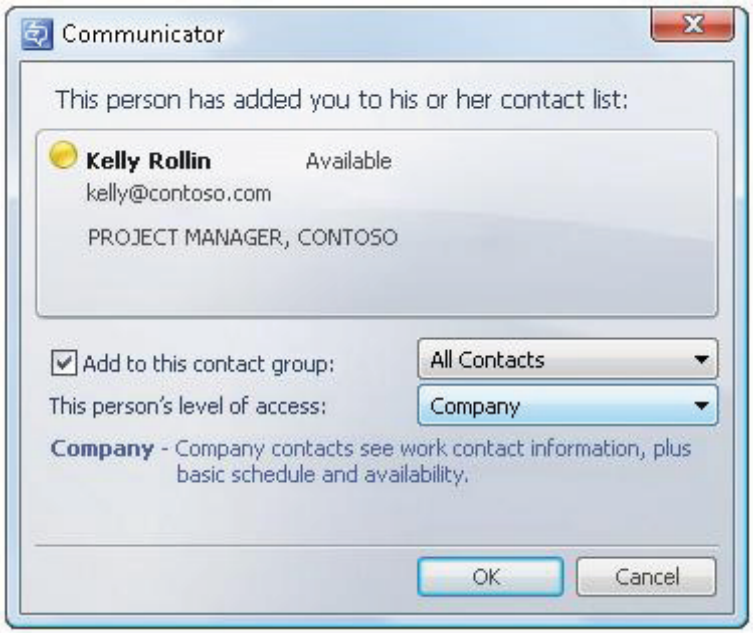


Figure 4.1. Contact request alert

To assign an access level when someone adds you to their Contact List

- In the **Office Communicator** window, select an access level in the **This person's level of access** list, and then click **OK**. To understand how **Access Levels** control what others see, see the following "Access Levels and Phone Numbers Example" section.

Access Levels and Phone Numbers Example

One of the most important aspects of access levels is controlling the exposure of your mobile and home phone numbers to others. After all, you will want your closest co-workers to have your mobile number, but not the entire company. In addition, you will want to make you home phone number available only to a short list of people.

If you want to make your mobile phone number available to a contact, you assign that contact to the **Team** access level. If you want to make all your phone numbers available to a contact, you assign that contact to the **Personal** access level. Table 4.2 below provides an example of how access levels assigned to a contact affect the phone numbers that they see.

Table 4.2. Access Levels and Phone Numbers Example

If Kelly Rollin Assigns Lola Jacobsen this access level:	Lola Jacobsen can see these phone numbers for Kelly Rollin in her Communicator user interface:
Personal	Work Phone number Mobile Phone number

	Home Phone number Other Phone number
Team	Work Phone number Mobile Phone number
Company	Work Phone number
Public	None
Blocked	None

Manually Change Your Presence Information

Your Presence information is constantly being updated by Communicator and Office Communications Server, based on a variety of factors, including your Outlook Calendar, whether you are in a call, an instant messaging session, or conference. However, there may be times when you want to manually change your presence status. For example, if you are working on something that is time critical, you may want to change your status to **Do Not Disturb** to avoid being interrupted.

To set your status to Do Not Disturb

- In the **Office Communicator** window, click your **Presence** button and change your Presence status to **Do Not Disturb** in the Status area.

When you change your Presence status to **Do Not Disturb**, as shown below in Figure 4.2, by default, only those people who you have assigned the **Team** access level can contact you.

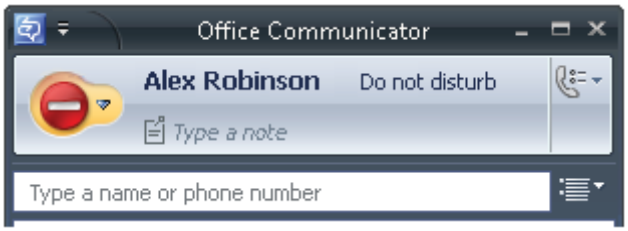
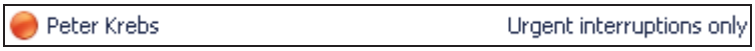
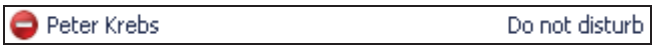


Figure 4.2. Presence status set to Do Not Disturb

For example, a person with a **Team** access level to your presence information can interrupt you and sees this status in their Contact List:



A person with a **Company** or lower access level to your presence information cannot interrupt you with an instant message or phone call and sees this status in their Contact List:



For more information about setting **Access Levels** to control interruptions, see the Office Communicator online Help.

Chapter 5: How to Contact Others

Each contact in your Contact List has a Presence button that reflects his or her current state of availability. You can use a contact's presence status to decide which mode of communication is best suited for successful communication that contact. For example, if a contact's status is **Available**, you can send her an instant message or place a call to her. If a contact's status is **Busy**, you might want to send an e-mail or check the contact card to determine when the person will be free for a conversation.

In this chapter, we will show you how to:

- Determine if a contact is available for a conversation.
- Find additional contact details, such as a schedule, to determine when a contact will be available.
- Find alternate contact phone numbers, such as mobile phone or other phone numbers.
- Tag a contact so you are notified when the contact becomes available.

Know If and When a Contact is Available

The Presence information that is displayed for each contact in your Contact List reflects the availability of the contact, as shown below in Figure 5.1. Presence status is indicated graphically by a Presence button to the left of the contact's name, and by a text string to the right of the contact's name. Some Presence states, such as **Available**, can be set either by the user or by Office Communicator; other Presence states, such as **Inactive**, can only be set by Office Communicator.

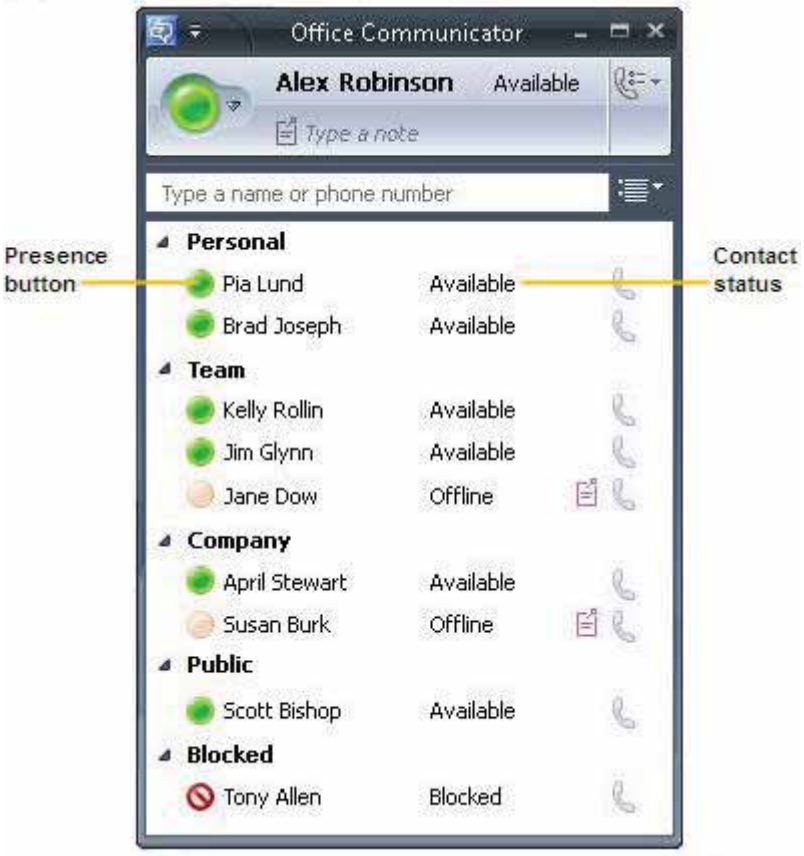


Figure 5.1. The Contact List for Alex Robinson

Table 5.1 below describes each Presence button and the accompanying status text.

Table 5.1. Presence states set by the user or by Communicator

Presence button	Contact status	Description
	Available	The contact is online and can participate in conversations. This status can be set manually by the user.
	Busy In a Call In a Conference In a Meeting	The contact is available but engaged in another activity. Activities include: • **In a Call** The contact is in a phone, voice, or video conversation. • **In a Conference** The contact is in a multiparty conversation using phone, voice, video, or application sharing. • **In a Meeting** The Office Outlook calendar shows that the contact has a scheduled meeting. This presence level can be set manually by the user.
	Do Not Disturb	You see this status for a contact if the contact has assigned you to an access level other than the **Team** access level and one of the following conditions exists: • The contact has manually set his or her presence status to **Do Not Disturb**. • The contact is displaying a Microsoft Office PowerPoint® presentation or is running another program in full-screen mode.
	Urgent interruptions only	You see this status for a contact if the contact has assigned you to the **Team** access level and one of the following conditions exists: • The contact has manually set his or her presence status to **Do Not Disturb**.
	Away	The contact is probably not available. This status is displayed for the following reasons: • The contact's computer has been idle for more than the idle time period setting—15 minutes by default. • The contact has manually set his or her presence status to **Away**.
	Inactive	This contact may be available, but their computer has been idle for more than the idle time period setting—five minutes by default. In this state, the contact is online, idle, and transitioning from an Available state. This status is set by Communicator.
	Busy (Inactive)	This contact is engaged in a meeting, but their computer has been inactive for the idle time period setting—5 minutes by default. In this state, the contact is online, idle, and transitioning from a Busy state. This status is set by Communicator.
	Offline	The contact is not available. This status is displayed for the following reasons: • The contact has manually set his or her presence status to **Appear Offline**. • Communicator 2007 is not running on the contact's computer, or the contact has not signed-in. • The contact has blocked you from seeing his or her presence status.
	Presence unknown	Communicator 2007 cannot determine the status of the contact. This status is usually displayed because the contact's presence status is stored in another computer system, such as that of an organization that is not a federated partner.

Presence button	Contact status	Description
	Blocked	This indicator is displayed in your Contact List next to the name you have blocked. To the person you have blocked, you appear to be offline.

Get Additional Contact Details

If a contact's status is not available, you can open his or her Contact Card to get additional details to determine when the contact will be available, assuming that you have been granted Company access level or higher.

To view a contact's schedule information

- In the **Office Communicator** window, click the contact's **Presence** button in the Contact List. If a contact has granted you the default Company access level or above, you can click the contact's Presence button to view his or her schedule and determine when the contact will be available.

View Calling Options

Sometimes you will need to contact a person on their cell phone or at an alternate number. In Office Communicator, you can view a contact's alternate phone numbers by clicking the arrow to the right of the Call button. In the previous chapter, we looked at how you publish your alternate phone numbers. But how do you find alternate phone numbers for your contacts?

To view calling options for a contact

1. In the Contact List, click the arrow to the right of the Call button associated with the contact, as shown in the following illustration.

2. The phone numbers that you see for a contact are determined by the access level the contact has granted you. For example, if the contact has granted you a **Team** or **Personal** access level, you will see his or her mobile phone number. If a contact's mobile number is not available to you, you can contact that person and ask them to raise your access level to **Team** or **Personal**.

What Is a Communicator call?

One of the menu items in the Call option menu is **Communicator call**. A Communicator call is a Voice over Internet Protocol (VoIP) call that is routed to all of a contact's devices that are running Office Communicator 2007. A contact can receive a Communicator call on his or her computer or on a telephony device that is configured for Office Communicator 2007.

> **Note**
> You can only make Communicator calls to Office Communicator contacts within your company and to federated contacts outside your company. Communicator Calls to public IM contacts or non-federated contacts outside your company are not supported.

Get Notified When a Contact's Status Changes

Communicator can notify you of changes in a contact's status by displaying an alert whenever the contact's status changes to **Available** or **Offline**. The alert shows the contact's name, title, instant messaging address, and new presence status. You can click the alert to start an instant messaging session with that person. Configuring Communicator to display this alert for a given contact is called *tagging*.

To tag a contact for status change alerts

- In the Contact List, right-click a contact, and then click **Tag for Status Change Alerts**.

When a contact is tagged, a star appears on the contact's status line to indicate the contact has been tagged.

To view tagged contacts in the Contact List

- In the **Office Communicator** window, click the **Change View** button, and then click **Tagged Contacts**. This view shows all your currently tagged contacts.